User Manual

Dux Comfort (2.5kW, 3.4kW, 6.4kW)

Inverter Split-Type Room Air Conditioner

Models: DUXHCS25
DUXHCS34
DUXHCS64

Read This Manual
Before using your air conditioner, please read this manual carefully and keep it for future reference. Inside you will find many helpful hints on how to use and maintain your air conditioner properly. Just a little preventative care on your part can save you a great deal of time and money over the life of your air conditioner. You'll find many answers to common problems in the chart of Troubleshooting Tips. If you review the chart of Troubleshooting Tips first, you may not need to call for service.

Carefully remove all packaging and transit protection from the air conditioner before installation. Dispose of the packaging responsibly using re-cycling facilities where they exist.

For advice, repairs and service, call:

1300 365 115 (Australia)
0800 729 389 (New Zealand)

Specifications and materials may change without notice

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⚠ *CAUTION*

- Contact an authorised service technician for repair or maintenance of this unit.
- Contact an authorised installer for installation of this unit.
- This appliance is not intended for use by persons (including children) with reduced physical, sensory or mental capabilities, or lack of experience and knowledge, unless they have been given supervision or instruction concerning use of the appliance by a person responsible for their safety.
- Young children should be supervised to ensure that they do not play with the air conditioner.
- If the power cord is to be replaced, replacement work shall be performed by authorised personnel only.
- Installation work must be performed in accordance with the national wiring standards by authorised personnel only.

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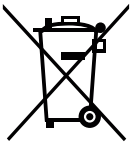
DISPOSAL NOTES

When using this air conditioner, the following instructions must be followed:

DISPOSAL: Do not dispose this product as unsorted municipal waste. Collection of such waste separately for special treatment is necessary.

It is prohibited to dispose of this appliance in domestic household waste.

Disposal of waste in forests and landscapes endangers your health when hazardous substances leak into the ground-water and find their way into the food chain.



SAFETY PRECAUTIONS

To prevent injury to the user or other people and property damage, the following instructions must be followed. Incorrect operation due to ignoring instructions may cause harm or damage. The seriousness is classified by the following indications.

⚠WARNING	This symbol indicates the possibility of death or serious injury.
⚠ CAUTION	This symbol indicates the possibility of injury or damage to property.

■ Meanings of symbols used in this manual are as shown below.

⃠	**Never do this.**
!	**Always do this.**

⚠ WARNING

ⓘ Connect the power properly.
- Otherwise, it may cause electric shock or fire due to excess heat generation.

⃠ Do not operate or stop the unit by switching on or off the power.
- It may cause electric shock or fire due to heat generation.

⃠ Do not damage or use an unspecified power cord.
- It may cause electric shock or fire.

⃠ Do not modify power cord length or share the outlet with other appliances
- It may cause electric shock or fire due to heat generation.

⃠ Do not operate with wet hands or in damp environment.
- It may cause electric shock.

⃠ Do not direct airflow at room occupants.
- This could damage your health.

ⓘ Always ensure effective earthing.
- No earthing may cause electric shock.

⃠ Do not allow water to run into electric parts.
- It may cause failure of machine or electric shock.

ⓘ Always install circuit breaker and a dedicated power circuit.
- No installation may cause fire and electric shock.

ⓘ Disconnect the power if strange sounds, smell, or smoke.
- It may cause fire and electric shock.

⃠ Do not drink water drained from air conditioner.
- It contains contaminants and could make you sick.

⃠ Do not open the unit during operation.
- It may cause electric shock.

ⓘ Use the correctly rated breaker or fuse.
- There is risk of fire or electric shock.

⃠ Do not use the power cord close to heating appliances.
- It may cause fire and electric shock.

⃠ Do not disassemble or modify unit.
- It may cause failure and electric shock.

ⓘ Ventilate room before operating air conditioner if there is a gas leakage from another appliance.
- It may cause explosion, fire and, burns.

⃠ Do not use the power cord near flammable gas or combustibles.
- It may cause an explosion or fire.

⚠ CAUTION

⊘ When the air filter is to be removed, do not touch the metal parts of the unit.

- It may cause an injury.

⊘ Do not clean the air conditioner with water.

- Water may enter the unit and degrade the insulation. It may cause an electric shock.

ⓘ Ventilate the room well when used together with a stove, etc.

- An oxygen shortage may occur.

ⓘ When the unit is to be cleaned, switch off, and turn off the circuit breaker.

- Do not clean unit when power is on as it may cause fire and electric shock, it may cause an injury.

⊘ Do not put a pet or house plant where it will be exposed to direct air flow.

- This could injure the pet or plant.

⊘ Do not use for special purposes.

- Do not use this air conditioner to preserve precision devices, food, pets, plants, and art objects. It may cause deterioration of quality, etc.

ⓘ Stop operation and close the window in storm or hurricane.

- Operation with windows opened may cause wetting of indoor and soaking of household furniture.

⊘ Do not place obstacles around air-inlets or inside of air-outlet.

- It may cause failure of appliance or accident.

ⓘ Turn off the main power switch when not using the unit for a long time.

- It may cause failure of product or fire.

⊘ Do not use strong detergent such as wax or thinner. Use a soft cloth for cleaning.

- Appearance may be deteriorated due to change of product color or scratching of its surface.

ⓘ Ensure that the installation bracket of the outdoor appliance is not damaged due to prolonged exposure.

- If bracket is damaged, there is concern of damage due to falling of unit.

ⓘ Always insert the filters securely. Clean filter once every two weeks.

- Operation without filters may cause failure.

⊘ Do not place heavy object on the power cord and take care so that the cord is not compressed.

- There is danger of fire or electric shock.

ⓘ Use caution when unpacking and installing. Sharp edges could cause injury.

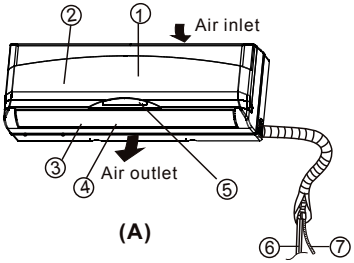
ⓘ If water enters the unit, turn the unit off and disconnect the power , contact a qualified service technician.

OPERATING INSTRUCTIONS

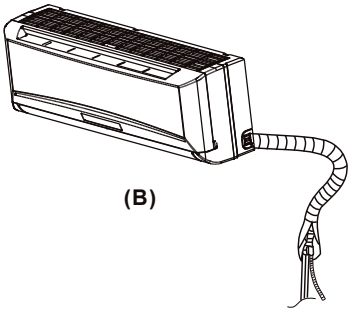
PARTS NAMES

NOTE: The indoor unit you purchased will look like one of the following. There is a slight difference on front panel and display window, but the features are the same.

Indoor unit



(A)



(B)

Indoor unit

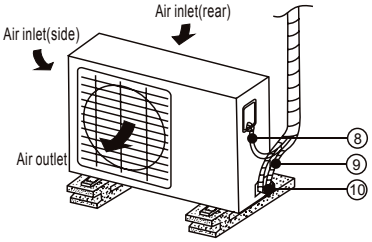
1. Front panel
2. Air filter
3. Horizontal air flow grille
4. Vertical air flow louver
5. Display panel
6. Connecting pipe
7. Drain hose

Outdoor unit

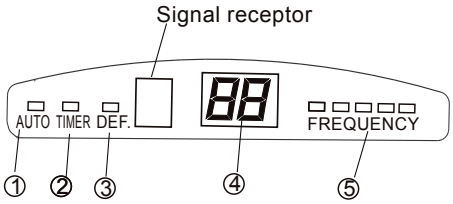
8. Connective cable
9. Connective pipe
10. Stop valve

Note:
All the pictures in this manual are for explanation purpose only. They may be slightly different from the air conditioner you purchased (depending on model).

Outdoor unit



LED display panel



Indicators on display panel

① **AUTO indicator**
This indicator illuminates when the air conditioner is in AUTO operation.

② **TIMER indicator**
This indicator illuminates when TIMER is set ON/OFF.

③ **DEF. Indicator**

This indicator illuminates when the air conditioner starts defrosting automatically or when the warm air control feature is activated in heating operation.

④ **TEMPERATURE indicator**

A) Usually it displays the temperature settings. When change the setting temperature, this indicator begins to flash, and stops 20 seconds later.

B) It displays the room temperature when the air conditioner is in FAN only operation.

C) Displays the malfunction code or protection code.

⑤ **FREQUENCY indicator**

This indicator appears only when the compressor is in operation and indicates the current operating frequency.

Special function

SELF CLEAN function (on some models)

- Function used after the Shut Down of cooling operation to clean the Evaporator and keep it clean for the next operation.
- The unit will operate as following sequence : FAN ONLY mode at Low fan speed--Heating operation with LOW fan speed (applicable to cooling & heating models only) ---FAN ONLY operation--Stop Operation---Turn off.

Note:

- This function is only available under COOL(AUTO COOL, FORCED COOL) and DRY mode.
- Before you select the function, it is recommended to run the air conditioner under Cooling operation for about half an hour. Once the Self Clean function is activated, all TIMER setting will be cancelled.
- During Self Clean operation, press the SELF CLEAN button on the remote control again. This will stop the operation and turn off the unit automatically.

Follow Me function (on some models)

The remote control serves as a remote thermostat allowing for the precise temperature control at its location.

To activate the Follow Me feature, point the remote control towards the unit and press the Follow Me button. The remote display is actual temperature at its location. The remote control will send this signal to the air conditioner at 3 minutes interval until you press the Follow Me button again.

If the unit does not receive the Follow Me signal during any 7 minute interval, the Follow Me mode will be cancelled automatically.

OPERATING INSTRUCTIONS

NOTE: This manual does not include Remote Controller Operations, see the <<Remote Controller Instruction>> packed with the unit for details.

Operating temperature

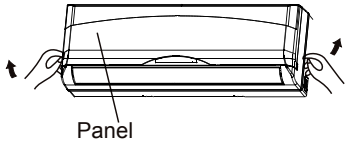
Mode / Temperature	Cooling operation	Heating operation	Drying operation
Room temperature	≥17℃	≤30℃	>10℃
Outdoor temperature	0℃~50℃	-15℃~34℃	0℃~50℃
	(-15℃~50℃ For the models with low temperature cooling system)		

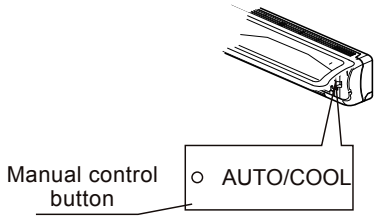
CAUTION:

1. If air conditioner is used outside of the above conditions, certain safety protection features may come into operation and cause the unit to function abnormally.
2. Room relative humidity greater than 80%. If the air conditioner operates in excess of this figure, the surface of the air conditioner may attract condensation. Please set the vertical air flow louver to its maximum angle (vertically to the floor), and set HIGH fan mode.
3. Optimum performance will be achieved within these operating temperatures.

Manual operation

Manul operation can be used temporarily in case the remote controller is disable or maintenance necessary.





NOTE: The unit must be turned off before operating the manual control button. If the unit is operational, continue pressing the manual control button until the unit is off.

① Open and lift the front panel up to an angle until it remains fixed with a clicking sound.

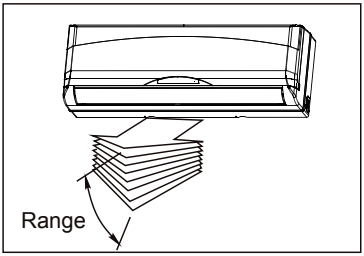
② One press of the manual control button will lead to the forced AUTO operation. If press the button twice within five seconds, the unit will operate under forced COOL operation.

③ Close the panel firmly to its original position.

CAUTION:

- This button is used for testing purposes only. You had better not choose it.
- To restore the remote controller operation, use the remote controller directly.

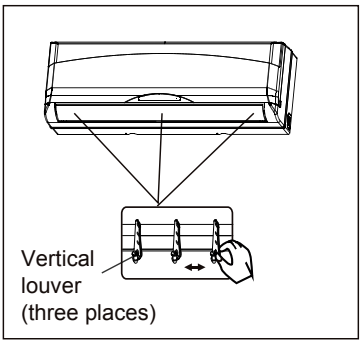
Airflow direction control



- Adjust the air flow direction properly, otherwise it might cause discomfort or cause uneven room temperatures.
- Adjust the horizontal louver using the remote controller.
- Adjust the vertical louver manually.

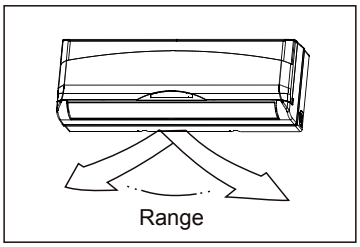
To set the vertical air flow (Up-Down) direction

Perform this function while the unit is in operation. Use the remote controller to adjust the air flow direction. The horizontal louver can be moved at a range of 6° for each press, or swing up and down automatically. Please refer to the "REMOTE CONTROLLER OPERATION MANUAL" for details.



To set the horizontal air flow direction (left - right)

- Move the vertical louver manually to adjust the air flow in the direction you prefer.
  IMPORTANT: Before adjusting the vertical louvers, the supply power must be disconnected.
- For some models, the vertical louver can be adjusted by using the remote controller. Please refer to the "REMOTE CONTROLLER OPERATION MANUAL" for details.

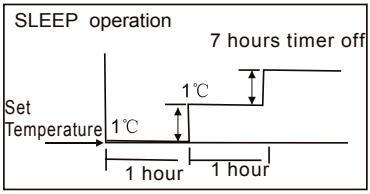


⚠ CAUTION

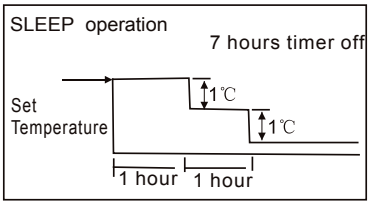
- Do not operate the air conditioner for long periods with the air flow direction set downward in cooling or dehumidifying mode. Condensation may occur on the surface of the horizontal louver causing moisture to drop on to the floor or furnishings.
- Do not move the horizontal louver manually unless it is necessary. Always use the remote controller.
- When the air conditioner is started immediately after it was stopped, the horizontal louver might not move for approximately 10 seconds.
- Open angle of the horizontal louver should not be set too small, as COOLING or HEATING performance may be impaired due to too restricted air flow area.
- Do not operate unit with horizontal louver in closed position.
- When the air conditioner is connected to power (initial power), the horizontal louver may generate a sound for 10 seconds, this is a normal operation.

OPERATING INSTRUCTIONS

How the air conditioner works



Cooling



Heating

AUTO operation

- When you set the air conditioner to AUTO mode, it will automatically select cooling, heating(cooling/heating models only), or fan only operation depending on what temperature you have selected and the room temperature.
- The air conditioner will control room temperature automatically round the temperature point set by you.
- If the AUTO mode is uncomfortable, you can select desired conditions manually.

SLEEP operation

When you push SLEEP button on remote controller during cooling, heating or AUTO operation, the air conditioner will automatically increase (cooling) or decrease (heating) 1℃ per hour for the first 2 hours, then hold steady for the next 5 hours, after that it will switch off.
This characteristic maintains both energy saving and comfort in night operation.

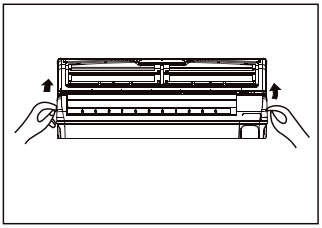
DRYING operation

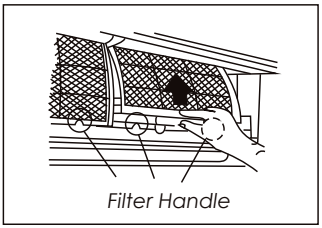
- The fan speed will be automatically controlled in dry operation.
- During dry operation, if the room temperature is lower than 10°C, the compressor stops operation and restarts until the room temperature is above 12°C.

Optimal operation

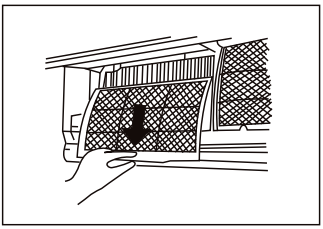
- To achieve optimal performance, please note the following:
- Adjust the air flow direction correctly so that it is not directed on people.
- Adjust the temperature to achieve the highest comfort level. Do not adjust the unit to excessive temperature levels.
- Close doors and windows on COOL or HEAT modes, or performance may be reduced.
- Use TIMER ON button on the remote controller to select a time you want to start your air conditioner.
- Do not put any object near air inlet or air outlet, as the efficiency of the air conditioner may be reduced and the air conditioner may stop running.
- Clean the air filter periodically, otherwise cooling or heating performance may be reduced.
- Do not operate unit with horizontal louvre in closed position.

Care and maintenance





Filter Handle



Cleaning the Grille, Case and Remote Controller

- Turn the system off before cleaning. To clean, wipe with a soft, dry cloth. Do not use bleach or abrasives.

NOTE: Supply power must be disconnectd before cleaning the indoor unit.

⚠ CAUTIONS

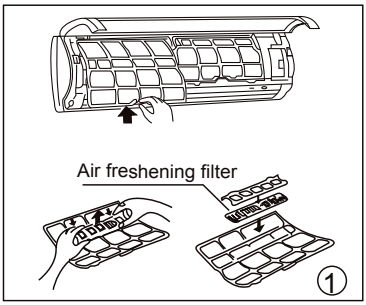
- A cloth dampened with cold water may be used on the indoor unit if it is very dirty. Then wipe it with a dry cloth.
- Do not use a chemically treated cloth or duster to clean the unit.
- Do not use benzine, thinner, polishing powder, or similar solvents for cleaning. These may cause the plastic surface to crack or deform.
- Never use water hotter than 40°C/104°F to clean the front panel, it could cause deformation of discoloration.

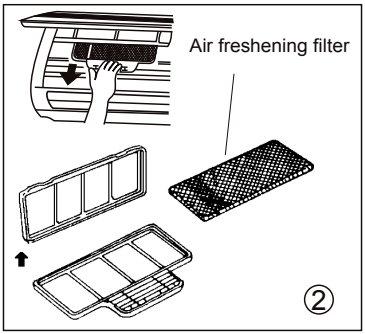
Cleaning the air filter

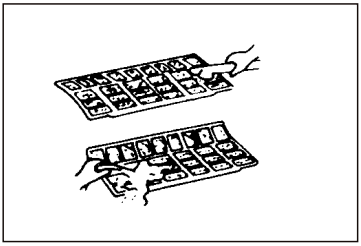
A clogged air filter reduces the cooling efficiency of this unit. Please clean the filter once every 2 weeks.

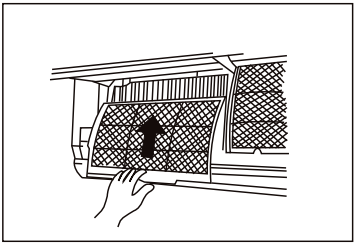
1. Lift the indoor unit panel up to an angle until it stops with a clicking sound.
2. Take hold of the handle of the air filter and lift it up slightly to take it out from the filter holder, then pull it downwards.
3. Remove the AIR FILTER from the indoor unit.
   - Clean the AIR FILTER once two weeks.
   - Clean the AIR FILTER with a vacuum cleaner or water, then dry it up in cool place.

CARE AND MAINTENANCE









4. Remove the Air Freshening Filter from its support frame (on some models).
   (The optional filter include :Plasma Dust Collector/ Silver Ion filter /Bio filter /Vitamin C filter/3M air purifier filter, etc. The removing and installation methods are slightly different, see the pictures marked ① and ② on the left.
   - Clean the air freshening filter at least once a month, and replace it every 4-5 months.
   - Clean it with vacuum cleaner, then dry it in cool place.

⚠ Do not touch the Plasma Dust Collector Filter within 10 minutes after opening the front panel, it may cause an electric shock.

5. Install the air freshening filter back into position.
6. Insert the upper portion of air filter back into the unit, taking care that the left and right edges line up correctly and place filter into position.

Maintenance

If you plan to not use the unit for a long time, perform the following:

(1) Operate the fan for about half a day to dry the inside of the unit.
(2) Stop the air conditioner and disconnect power. Remove the batteries from the remote controller.
(3) The outdoor unit requires periodic maintenance and cleaning. Do not attempt to do this yourself. Contact your installer or Dux.

Checks before operation

- Check that the wiring is not broken off or disconnected.
- Check that the air filter is installed.
- Check if the air outlet or inlet is blocked after the air conditioner has not been used for a long time.
- Check the condenstate drain for blockages.

⚠ Caution

- Do not touch the metal parts of the unit when removing the filter. Injuries can occur when handling sharp metal edges.
- Do not use water to clean inside the air conditioner. Exposure to water can destroy the insulation, leading to possible electric shock.
- When cleaning the unit, first make sure that the power and circuit breaker are turned off.

OPERATION TIPS

The following events may occur during normal operation.

1. **Protection of the air conditioner.**

   Compressor protection

   - The compressor can't restart for 3 minutes after it stops.

   Anti-cold air

   - The unit is designed not to blow cold air on HEAT mode, when the indoor heat exchanger is in one of the following three situations and the set temperature has not been reached.
     A) When heating has just started.
     B) Defrosting.
     C) Low temperature heating.
   - The indoor or outdoor fan stop running when defrosting

   Defrosting

   - Frost may be generated on the outdoor unit during heat cycle when outdoor temperature is low and humidity is high resulting in lower heating efficiency of the air conditioner.
   - During this condition air conditioner will stop heating operation and start defrosting automatically.
   - The time to defrost may vary from 4 to 10 minutes according to the outdoor temperature and the amount of frost build up on the outdoor unit.

2. **A white mist coming out from the indoor unit**
   - A white mist may generate due to a large temperature difference between air inlet and air outlet on COOL mode in an indoor environment that has a high relative humidity.
   - A white mist may generate due to moisture generated from defrosting process when the air conditioner restarts in HEAT mode operation after defrosting.

3. **Low noise of the air conditioner**
   - You may hear a low hissing sound when the compressor is running or has just stopped running. This sound is the sound of the refrigerant flowing or coming to a stop.
   - You can also hear a low "squeak" sound when the compressor is running or has just stopped running. This is caused by heat expansion and cold contraction of the plastic parts in the unit when the temperature is changing.
   - A noise may be heard due to louver restoring to its original position when power is first turned on.

4. **Dust is blown out from the indoor unit.**
   This is a normal condition when the air conditioner has not been used for a long time or during first use of the unit.

5. **A peculiar smell comes out from the indoor unit.**
   This is caused by the indoor unit giving off smells permeated from building material, from furniture, or smoke.

6. **The air conditioner turns to FAN only mode from COOL or HEAT mode.**
   When indoor temperature reaches the temperature setting on air conditioner, the compressor will stop automatically, and the air conditioner turns to FAN only mode. The compressor will start again when the indoor temperature rises on COOL mode or falls on HEAT mode to the set point.

OPERATING TIPS

7. Dripping water may generate on the surface of the indoor unit when cooling in a high relatively humidity (relative humidity higher than 80%). Adjust the horizontal louver to the maximum air outlet position and select HIGH fan speed.

8. **Heating mode (For cooling and heating models only)**
The air conditioner draws in heat from the outdoor unit and releases it via the indoor unit during heating operation. When the outdoor temperature falls, heat drawn in by the air conditioner decreases accordingly. At the same time, heat loading of the air conditioner increases due to larger difference between indoor and outdoor temperature. If a comfortable temperature can't be achieved by the air conditioner, the unit may be incorrectly sized for the application.

9. **Auto-restart function**
Power failure during operation will stop the unit completely.
- For the unit without Auto-restart feature, when the power restores, the OPERATION indicator on the indoor unit starts flashing. To restart the operation, push the ON/OFF button on the remote controller. For the unit with Auto-restart feature, when the power restores, the unit restarts automatically with all the previous settings preserved by the memory function.
- For some models, the machine is special designed with Auto-restart function for the open angle of the horizontal louver.Power failure during operation or pressing the ON/OFF button on the remote controller will stop the unit completely.When the power restores or pressing the ON/OFF button on the remote controller again,the unit restarts automatically with all the previous settings including the open angle of the horizontal louver by the memory function.So we strongly suggest that the open angle of the horizontal louver should not be set too small,in case the condensed water forms and drops from the horizontal louver. Press the AUTO/COOL button under the front panel and the open angle of the horizontal louver will be restored to the standard angle when the condensed water forms on the horizontal louver.

10. Lightning or a car wireless telephone operating nearby may cause the unit to malfunction. Disconnect the unit with power and then re-connect the unit with power again. Push the ON/OFF button on the remote controller to restart operation.

Troubleshooting Tips

Stop the air conditioner immediately if one of the following faults occur. Disconnect the power and contact your installer or Dux for assistance.

Trouble	OPERATION/RUN indicator or other indicators continue flashing and this flash can't be fixed by disconnecting the power, and then connect it in again.
	Fuse blows frequently or circuit breaker trips frequently.
	Other objects or water penetrate the air conditioner.
	The remote controller won't work or works abnormally.
	If one of the following code appears on the display area : E0,E1,E2,E3.....or P0,P1,P2,P3.....

Malfunctions	Cause	What should be done?
Unit does not start	Power cut	Wait for power to be restored.
	Unit may have become unplugged.	Check that plug is securely in wall socket.
	Fuse may have blown.	Replace the fuse.
	Battery in Remote controller may have been exhausted.	Replace the battery.
	The time you have set with timer is incorrect.	Wait or cancel timer setting.
Unit not cooling or heating room very well while air flowing out from the air conditioner	Inappropriate temperature setting.	Set temperature correctly. For detailed method please refer to "Using remote control" section.
	Air filter is blocked.	Clean the air filter.
	Doors or Windows are open.	Close the doors or windows.
	Air inlet or outlet of indoor or outdoor unit has been blocked.	Clear obstructions away first, then restart the unit.
	Compressor 3 minutes protection has been activated.	Wait.

If the trouble has not been corrected, please contact your installer or Dux for assistance.
Be sure to inform them of the details of the problems and unit model/serial number.

Notes: Do not attempt to repair the unit yourself.
Always consult an authorised service provider.

WARRANTY

Terms of Warranty – Australia and New Zealand

Dux Manufacturing Limited
ABN 19 077 879 844, Lackey Road, Moss Vale, NSW, 2577, Australia

1. Definitions

The terms listed below shall have the following meanings:

1. "**Authorised Service Representative**" means an independent service contractor authorised by Dux or Dux service personnel.
2. "**Dux**" means Dux Manufacturing Limited Pty Ltd ABN 19 077 879 844 and any related company.
3. "**Certificate(s) of Compliance**" means certificate(s) issued by licensed personnel including plumbers, refrigeration mechanics, electricians or other relevant trades people to certify that any prescribed works comply with applicable regulatory requirements.
4. "**Certiticate(s) of Occupancy**" means certificate(s) issued by the local council which certifies that a home can be occupied.
5. "**Installation Site**" means the site at which the Product is originally installed.
6. "**Normal Business Hours**" means 8:30am to 5:00pm week days excluding public holidays.
7. "**Operating Instructions**" means the user manual or other documentation which provides detailed instructions on the proper operation and maintenance of the Product.
8. "**Other Applications**" means any Product used for non-Residential and Light Commercial Applications. Other Applications may include but are not limited to factory, IT/Server room, telephone exchange, processing area (e.g. bakery, kitchen, warehouse, swimming pool, agricultural facilities such as a nursery) and any Product which has been installed, for whatever purpose as a retrofit component to an existing system.
9. "**Purchaser**" means the end user of the Product, the person named as owner in the Warranty certificate, the holder of the Proof of Purchase or the holder of a property transfer document where the Product is included as part of the chattels.
10. "**Product**" means the equipment purchased by the Purchaser and described in Section 2 of this document.
11. "**Proof of Purchase**" means a Tax Invoice or Receipt in respect of the Product. In the case of new constructions, a Certificate of Occupancy or a Certificate of Compliance that details the date of installation or commissioning will suffice.
12. "**Qualified Installer**" means the qualified installation contractor who is responsible for performing the installation work in the manner prescribed by local and statutory regulations, including compliance with any relevant Australian Standards, and to Dux specification.
13. "**Residential & Light Commercial Applications**" means any Product for use in both residential and light commercial applications. For example, homes, offices, hotels, apartments, nursing homes, hospitals, health care premises, shopping centres, retail stores where the Product is solely used for purpose of human comfort under standard operating conditions.

2. Terms of Warranty

2.1 Subject to the Terms of Warranty set out in this document, the Product is warranted to be free from defects in materials and factory workmanship for the period set out below:
Parts: 5 years
Labour: 5 years
Warranty Start: Date of Purchase

2.2 Dux will determine in its sole discretion, which classification the Product fits into and the corresponding Warranty that shall apply.

2.3 An Authorised Service Representative will repair or replace, at its option, the Product or any part of the Product that its examination shows to be defective. The repair or replacement shall be performed during Normal Business Hours by an Authorised Service Representative. Repair by persons other than an Authorised Service Representative may void the Warranty.

2.4 The Warranty of the Product requires that, in addition to all other conditions, the Purchaser conducts regular and/or preventative maintenance as may be specified by Dux (e.g. Operating Instructions) and required by the level of usage and the usage environment, including the use of correct and uncontaminated refrigerants and lubricants.

3. Conditions of Warranty

3.1 The Purchaser may only obtain the benefit of the Warranty if the Purchaser:

a. maintains and services the Product in accordance with the instructions set out in the service section of the relevant Service or Owner's Manual;
b. complies with clause 7 below (titled "Purchaser's Responsibilities");
c. notifies Dux within 30 days of a defect developing, that a claim is being made under this Warranty; and
d. provides, in support of the claim made under this Warranty, a Proof of Purchase.

3.2 This document represents the only Warranty given by Dux and no other person or organisation is authorised by Dux to offer any alternative.

4. Exclusions

4.1 This Warranty does NOT cover:

a. damage, problems or failure resulting from improper or faulty installation. The Product must be installed by a Qualified Installer in accordance with applicable regulations. Where applicable, Certificate(s) of Compliance must be obtained by the purchaser from Qualified Installer and present it to the Authorised Service Representative;
b. damage, problems or failure caused by factors external to the Product including, but not limited to, faulty or poor external electrical wiring, incorrect or faulty power supply, voltage fluctuations, over voltage transients or electromagnetic interference, inadequate or faulty gas, drainage services, or water services, including water pressure, and non potable water;
c. damage, problems or failure caused by acts of God, fire, wind, lightning, flood, storm, vandalism, earthquake, war, civil insurrection, misuse, abuse, negligence, accident, pests, animals, pets,

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vermin, insects, spiders or entry of foreign objects or matter into the Product such as dirt, debris, soot or moisture;

d. damage, problems or failure caused by weather including, but not limited to, hail, salt or other corrosive substances;
e. Product which has been installed in a portable or mobile building, structure or application including, but not limited to, a caravan or boat;
f. Product which is being re-installed at a location other than the original site;
g. any consumable item supplied with the Product including, but not limited to, an air filter, battery, fan belt, igniter or cooler pad;
h. installation of third-party components that may be attached to the Product. These include, but are not limited to, control wiring, ducting, return air filter(s) grille, register, diffuser, zone motors, controls/thermostats, pipe work and fabricated or added components. These items remain solely the responsibility of the Qualified Installer;
i. installations where electrics/ electronics may be subjected to moisture/chemicals (e.g. swimming pools or nurseries);
j. any repair, which is needed as a result of an accident, misuse, abuse or negligence;
k. Product that is utilised in an environment (indoor and outdoor) outside its specified operating range; and
l. fair wear and tear to the Product.

5. Limitations

5.1 Product fitness for purpose and overall system design, sizing and application are not the responsibility of Dux. This includes but is not limited to the heat load calculations, airflow and system balancing.

5.2 This Warranty does not apply to any Product installed at an Installation Site which is outside Australia or New Zealand.

5.3 Except where inconsistent with the purchaser's statutory rights and the rights given by this Warranty, all of the warranties and all liabilities of Dux for any direct, special, indirect or consequential loss or damage, any damage or expense for personal injury or any loss or destruction of property arising directly or indirectly from the use or inability to use the Product or any of its parts and servicing the Product, are expressly excluded.

6. Travel, Transport & Access Costs

6.1 The Purchaser must pay freight charges, in-transit insurance expenses and travelling costs for repairs/ replacements under this Warranty, that are required to be performed 25km or more from the nearest Dux branch or Authorised Service Representative.

6.2 Subject to clause 6.3, Dux will pay freight charges, in-transit insurance expenses and travelling costs for repairs/replacements that are required to be performed less than 25km from the nearest Dux branch or Authorised Service Representative. In this circumstance:

a. Dux will arrange for such repairs/ replacements and make any payment directly to the third party

to provide the freight, in-transit insurance or travel services; or

b. if Dux considers appropriate, it will authorise the Purchaser in writing to pay for the relevant freight charges, in-transit insurance expenses or travelling costs and then, upon provision by the Purchaser to Dux of a tax invoice showing those costs have been incurred, reimburse the Purchaser for such costs which are within the terms of the authorisation. If the Purchaser pays for the relevant freight charges, in-transit insurance expenses or travelling costs without written authorisation from Dux, Dux will not reimburse the Purchaser for such costs.

6.3 The Purchaser must pay all costs and expenses in respect of:

a. making the Product accessible for service. For example, restricted access or working at heights, or the labour cost for an additional person due to OHS requirements;
b. providing a safe working environment for installation, service, maintenance or repair of the product;
c. any surcharge applicable in respect of supplying replacement parts outside Normal Business Hours; and
d. any other costs and expenses in relation to claiming the Warranty that is not covered by clause 6.2.

7. Purchaser's Responsibilities

7.1 The Purchaser must operate and maintain the Product in accordance with the Operating Instructions and service maintenance schedule, including conducting an appropriate number of services to the unit during the Warranty period, based on usage and the usage environment including but not limited to;

a. regularly cleaning the air filter(s) and replacing them where necessary;
b. replacing expired batteries or other consumables as required;
c. ensuring that the condensate drain is kept clean and clear of obstructions;
d. ensuring that outdoor units have unrestricted airflow and adequate clearances;
e. ensuring that additional corrosion protection is applied to the Product if it is installed in a corrosive environment, for example, close to the sea.

8. Statutory Rights

8.1 The benefits provided to you by the warranty and replacement guarantee (collectively "Warranty") are in addition to the guarantees and other rights and remedies available to you under the Australian Consumer Law ("ACL").

8.2 Australian purchasers have their benefit of statutory rights and nothing in these terms of Warranty has the effect of excluding, restricting or modifying those rights. Our goods come with guarantees that cannot be excluded under the Australian Consumer Law. You are entitled to a replacement or refund for a major failure and for compensation for any other reasonably foreseeable loss or damage. You are also entitled to have the goods repaired or replaced if the goods fail to be of acceptable quality and the failure does not amount to a major failure.

8.3 For New Zealand purchasers nothing in these terms of Warranty is intended to limit the rights you may have under the *Consumer Guarantees Act* 1993. The

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Consumer Guarantees Act 1993 does not apply if the Product is acquired for the purpose of a "business" (as defined in the Act).

9. Contact Details for Warranty Claims

Business Address:
Dux Manufacturing Limited
Lackey Road
Moss Vale, NSW, 2577
Australia

Telephone:
1300 365 115 (Australia)
0800 729 389 (New Zealand)

Facsimile:
(61 2) 4868 0257

Email:
duxaftersales@gwagroup.com.au

The **PURCHASER WILL BE CHARGED** for work done or a service call(s) if:

- the problem is not covered by these Terms of Warranty;
- there is nothing wrong with the product (e.g. instructing Purchaser on the operation of the Product and/or controls), or if the Purchaser is unable to provide Proof of Purchase validating that the Product is within the Warranty period. We recommend that you read the operating instructions, and in particular the troubleshooting section of the Operating Instructions, before you make a Warranty service call. Proof of Purchase must be presented.

Carefully remove all packaging and transit protection from the air conditioner before installation. Dispose of the packaging responsibly using re-cycling facilities where they exist.

For advice, repairs and service, call:

1300 365 115 (Australia)
0800 729 389 (New Zealand)